GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:3457
ANSWERED ON:22.12.2004
BPO CONTRACTS
Madhwaraj Smt. Manorama

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

:-

(a) whether South Africa is emerging as a rival to India in regard to BPO business originating from UK clients;

(b) if so, the facts thereof and the reasons therefor;

(c) whether the NASSCOM has assessed the gravity of the situation arising out of South Africa vigorously wooing UK`s BPO contracts; and

(d) if so, the details thereof?

Answer

MINISTER OF STATE FOR COMMUNICATIONS AND INFORMATION TECHNOLOGY(DR.SHAKEEL AHMAD)

(a)and (b): Yes sir. South Africa is emerging as one of the competitors to India in regard to BPO business originating from UK clients, but India has a dominating position in the UK BPO market.

(c) and (d): NASSCOM (National Association of Software Service Companies) i s closely watching the global developments and trends in the IT software industry and does not foresee any threat from the African countries in the near future.